

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0077028	10. Budget Program Number 29115		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Administrative Assistant			
3. Division East Region			12. Proposed Class Title			
4. Section Community and Customer Relations	For  Use  By  Personnel  Office	13. Allocation				Position Number
5. Unit Topeka Service Center		14. Effective Date				
6. Location (address where employee works)  City: Topeka County: Shawnee		15. By	Approved			
7. (circle appropriate time) Full time <input checked="" type="checkbox"/> Perm. Inter. Part time Temp. 100 %		16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM To: 5:00 PM	17. Audit Date: By: Date: By:					

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
David Thompson	Assistant Director Community & Employee Relations	K0214650

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
David Thompson	Assistant Director Community & Employee Relations	K0214650

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The work requires initiative, discretion, and the ability to make independent judgments regarding the urgency of a situation and/or its sensitivity. This position handles many administrative details independently. General instructions are given. Guidelines are often complicated or technical in nature, requiring careful interpretation.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p><b><u>PROFESSIONAL ATTITUDE:</u></b> While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families and you are expected to:</p> <p>*Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employee, community partners, landlords, state or community partners, and individuals and families seeking services from the agency;</p> <p>*Demonstrate and attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer face to face and by telephone, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</p> <p>*Encourage individuals to identify and fulfill their own responsibilities;</p> <p>*Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</p> <p>*Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect the person with someone who can assist or advise.</p> <p><b>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</b></p>
100%	E	
40%	E	<p><b><u>Telephone Support and Customer Service</u></b></p> <p>Answer and dispatch all incoming calls in order to provide telephone access to the workers by having sufficient knowledge of the mechanical operation of the phone equipment, the Topeka Service Center Programs, and the telephone extension number to insure that all calls are handled promptly, pages internal and external customers when needed.</p> <p>Additional phone tasks may include but are not limited to, assisting customers in connecting to language line and utilizing special communication equipment (TDD), obtaining reasonable accommodations when appropriate, and acquiring the necessary services needed.</p> <p>Incumbent must be able to assist customers via phone with the application process by answering general questions regarding agency policies and procedures.</p>
40%	E	<p><b><u>Greeting the Public and Customer Service</u></b></p> <p>Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. This requires and excellent knowledge of program processes and community resources in order to assist customers.</p> <p>Greets all DCF customers according to the BPM scripts and follows the Kansas Business Process Management Manual.</p> <p>Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts, making appropriate referrals to agency staff and/or community resources, and taking detailed messages (either manually or by using the voicemail database log under the correct team color) in order to ensure effective and timely communication.</p>
15%	E	<p><b><u>Administrative Support</u></b></p> <p>Provides administrative support and clerical support to the unit in order to relieve supervisor and professional staff of administrative details, according to the BPM handbook. Prepares file folders for new cases.</p> <p>Received, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division and returned mail are opened, date stamped, and distributed. Print system information to verify customer information for Topeka Housing Authority. Assists with other clerical duties as assigned.</p>
5%	E	Other duties as assigned by supervisor that support the agency.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
( ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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None

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23. Which statement best describes the results of error in action or decision of this employee?

- ( X ) Minimal property damage, minor injury, minor disruption of the flow of work.  
( ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.  
( ) Major program failure, major property loss, or serious injury or incapacitation.  
( ) Loss of life, disruption of operations of a major agency.

Please give examples.

\*Disruption of work flow for the entire office since this position answers the Topeka Service Center's main 3 telephone lines and the Public Assistance main phone line.

\*Failure to complete work as assigned could greatly disrupt work flow for other staff within the unit and also adversely affect the overall welfare and wellbeing of both internal and external customers. The issuance of customer benefits may be delayed resulting in hardship for the customer.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position will be in daily contact by telephone or in person with both internal and external customers for the purpose of explaining agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs. Discussion may be sensitive in nature and the customer uncooperative or skeptical.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Typical hazards could include: Verbal abuse – abusive and vulgar language; Sitting for long periods of time; Verbal Threats of Bodily harm such as potential bomb threats or personal harm; normal office discomforts such as prolonged use of phone or computers. etc

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Meridian (PSET) telephone – daily; personal computer w/Windows and Electronic Mail – daily; laser printer – daily; copier/scanner – daily; fax machine – daily; single line phone – daily

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General – High School Diploma or equivalent

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Education or Training - special or professional

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Licenses, certificates and registrations

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Special knowledge, skills and abilities

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Experience - length in years and kind

6 months of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Use of ergonomic prevention tactics are encouraged including the use of appropriate chair and work surface height adjustment, keyboard height adjustment in relation to forearm, hand, leg, and torso posture. Employees are instructed to maintain environmental awareness during work hours to avoid or otherwise prevent unsafe situations and unsafe person contact.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date